

Michigan Medicine Grant Impact Report



CLUBHOUSE NON-CMH SERVICE EXPANSION EVALUATION

Michigan Medicine Grantee

Grant Period: 2024-2026

REPORT PREPARED BY



JULY 2026

Table of Contents

SECTION	PAGE
Grant Goals	2
Three Year Overview	3
Action Items	4
Satisfaction Survey Findings	10
Stories of Impact	11
2026 Goals	12

Grant Goals

The three-year Michigan Medicine grant was awarded to the Clubhouse in 2023. The project purpose was to support clubhouse efforts to expand services to those who would otherwise be ineligible, such as non-Medicaid/CMH folks and those without formal behavioral health diagnoses.

FSC partnered with JH Solutions & Consulting (JH Solutions) in 2024 for evaluation and grant fidelity support.

The five original grant goals, along with the newly added sixth goal (2025), all align with the **Clubhouse International Quality Standard** categories:

- **Funding, governance, and administration:** Goal 1 & 6
- **Relationships:** Goal 1 & 5
- **Membership:** Goal 2, 4, & 5
- **Functions of the House:** Goal 3

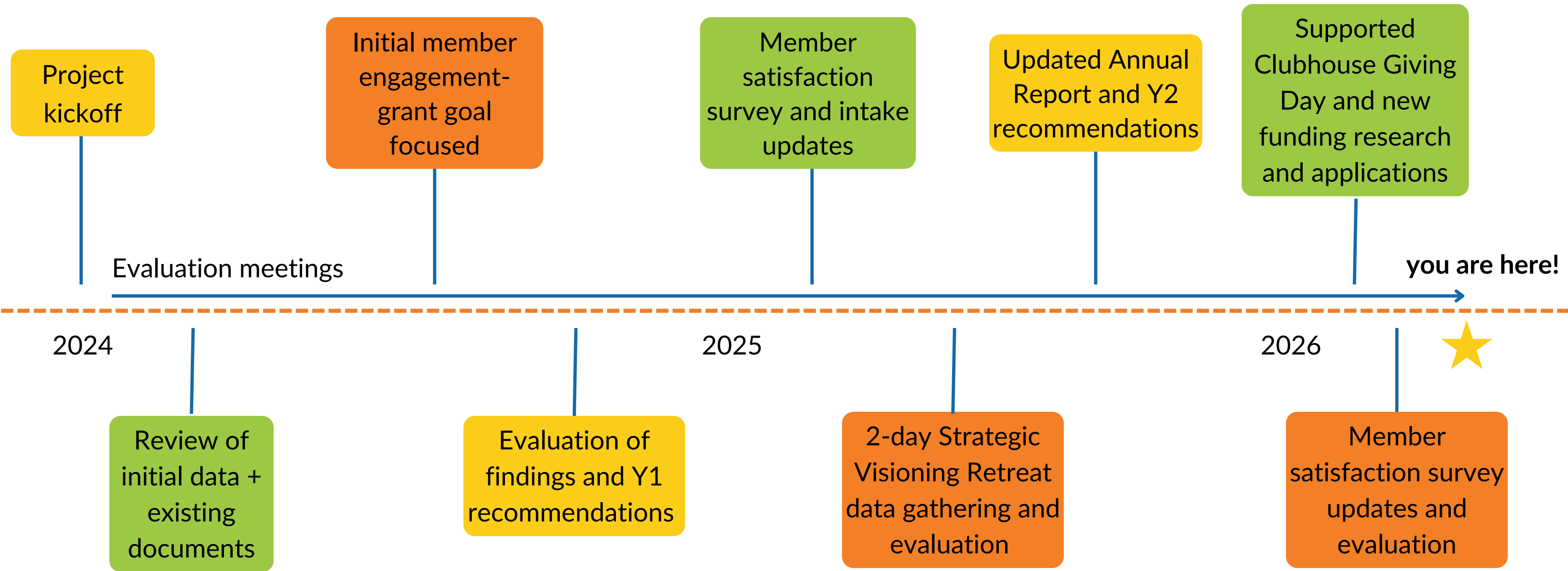


Highlights

- FSC secured their own building with more space for WOD activities, unit meetings, a garden and a functioning kitchen
- Former FSC Executive Director, Summer, supported advocacy through Clubhouse Michigan, UM CURIS, and the Ginsberg Center, producing an advocacy toolkit for Michigan clubhouses with funding from Fountain House United
- Due to the increased financial stability gained during the end of 2024 and beginning of 2025, we were able to send 2 staff and 2 members to the comprehensive Clubhouse International training in mid-July 2025.
- FSC was awarded the Clubhouse Innovative Prevention Grant Pilot providing \$50 per non-Medicaid member per day
- FSC increased their Clubhouse Giving Day total donation amount by 29% and was ranked 5th for total amount raised (\$15,701) out of 45 clubhouses nationwide.

Three Year Overview

Below you will find a timeline illustrating key, member-led and JH Solutions supported activities from 2024-2026.



Action Item #1: Hiring Social Practitioners



Goal: Members and staff assist in the selection and hiring of two (2) Social Practitioners to add to Clubhouse staff

What we did to get there

- In FY25, we negotiated a new CMH Medicaid rate of \$16 per unit, up from \$5.08 (an increase of more than 3 times the original amount)- extended through FY26
- Members reviewed resumes, asked interview questions, showed candidates the Work Ordered Day in person during the interview, and are a part of the consensus decision in the end to hire the candidate or not
- The Board decided to prioritize hiring more frontline staff to meet member needs, and chose not to hire additional administrative staff to fill the associate position



Results

- Current staff consists of **four (4) full-time Social Practitioners**
- We were able **to increase our base salaries and benefits** for our Social Practitioners
- Our longest serving Social Practitioner has been with FSC for **2 full years**

Action Item #2: New Intake Process



Goal: Create, revise, and finalize referral and intake process for non-CMH members

What we did to get there

- **Finalized the new intake paperwork as of July 2025**
- Currently accepting new CMH and non-CMH members via word of mouth referrals
- Members helped draft, review, and finalize the intake process along with staff, leadership, evaluation partners, and the Board
- **Shortened the intake paperwork** and now collect demographic data during the new onboarding process
- Identified existing partner organizations to welcome more non-CMH and previously ineligible members



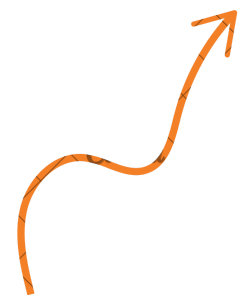
Results

- Established a clearer pathway for non-Medicaid member intakes. FSC currently has **16 non-Medicaid/CMH funded members. On average 28% of total membership has been non-medicaid - fluctuating month to month**
- Reduced total onboarding and intake processing time for a **more efficient start to membership**
- **Increased referral pathways** to include Program of All-Inclusive Care for the Elderly (PACE), Non-CMH, the VA, or out-of-county sources

Action Item #3: Evaluation Activities

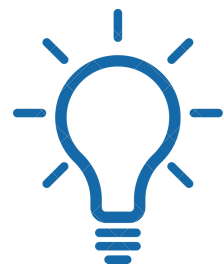


Goal: Gather member feedback to improve Clubhouse offerings and services to current Clubhouse members, and future CMH and non-CMH members



What we did to get there

- Engaged in Evaluation meetings every other week with Clubhouse staff, JH Solutions, and Clubhouse members
- Evaluators provide members with updates in the form of physical flyers, newsletter updates, and during Zoom meetings
- Participated in Evaluator facilitated outcomes-modeling (Y1) and strategic visioning (Y2) activities
- Co-created member feedback surveys and facilitated interviews (Y1) to gather feedback about experiences with Clubhouse programs and activities from members
- Revised the Member satisfaction survey and analyzed results with members (Y2+3)



Results

- Reduced satisfaction survey content to a double-sided page, resulting in a **31.25% increased response rate**
- Developed a new, **member-led vision statement** in 2026 (Y3)
- **Shared all evaluation findings and recommendations** with the Clubhouse Board of Directors, other Clubhouse members, and community members

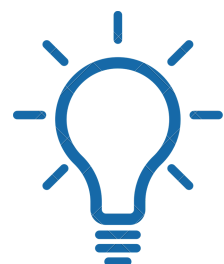
Action Item #4: Increase Non-Medicaid Membership



Goal: Increase number of people served who would not otherwise be eligible for the service and outreach to the community to recruit new, non-Medicaid/CMH members

What we did to get there

- Welcomed new CMH and non-CMH members since intake launch in July 2025
- Expanded our community foundation- existing members have increased their time spent at the clubhouse
- Identified existing, local partners that will expand our reach to non-CMH, LGBTQ+, and recently incarcerated folks in 2025
- The new building has fulfilled our goals of being more accessible to our existing members who may have felt disengaged at our old space and to new members who may not have known about us before. It offers more space for units, a bigger and better kitchen, and more inclusive meeting spaces.



Results

- Member onboarding occurred steadily across the three-year period, successfully integrating 30 new members in 2025 alone, ranging in age from teenagers to individuals in their 70s.
- FSC currently has 16 non-Medicaid/CMH funded members, which makes up approximately 28% of total membership

Action Item #5: Increase Social Connectedness



Goal: Increase members' social connections to promote resilience

What we did to get there

- Members, evaluators, and staff worked towards increasing member engagement through thoughtful design of evaluation activities
- Implemented the Loneliness Survey as our measurement for when new members are onboarded- for current members on an annual basis, and eventually every 6 months
- **Expanded hours** until 6pm on Monday, Tuesday, and Thursdays
- **The Fresh Prints Newspaper unit was added as a new meaningful daily activity in late 2025 (Y2)**



Results

- In 2025 there were **3,113 distinct telephone outreach attempts with a 48% success rate**. Letters (188 attempts), text messages (100 attempts), and social media (83 attempts) are also utilized.
- Since FY22, there has been a **169% increase in daily member hours**
- The clubhouse hosted **112 social rec** opportunities in 2025
- Members spend an **average of 2.31 hours per day** at the clubhouse

#6 Secure Sustainable Funding



Goal: Identify and secure ongoing funding for social practitioner staff salaries and benefits hired under the MM grant

What we did to get there

- Utilized evaluation activities and data collection across the grant period to better understand members' current outcomes (changes in knowledge, attitude, skills, aspirations) related to FSC programming to support new funding applications
- Developed a Funder Matrix to **strategically research for funding opportunities** that are most aligned with current agency and program priorities
- Received a donation for staff and members to attend the Bottom-Line Change training with Zingerman's- focused on developing and building skills around participatory decision making



Results

- **Submitted six (6) funding applications in 2026** to new and previously utilized funders
- FSC was awarded the Clubhouse Innovative Prevention Grant Pilot providing **\$50 per non-Medicaid member per day, fully unrestricted funds**
 - This pilot has now been approved to continue and we are eligible to reapply for FY27

2026 Satisfaction Survey Findings

Fresh Start Clubhouse updated their annual member satisfaction survey to collect more focused feedback about member experiences in 2026. Statements asked for members’ agreeability via a likert scale from Strongly Disagree to Strongly Agree.



Responses were collected between **March 18 and May 1, 2026.**



21 members completed the survey.

Favorable Member Responses by Major Themes (n=21)



Relationships

Includes statements about how the Clubhouse creates a respectful environment that supports recovery and involvement.



Function of the House

Includes statements about how the Clubhouse celebrates personal milestones and provides creative, engaging activities.



Member Empowerment

Includes statements about how the Clubhouse empowers members through choice, valued input, energetic participation, and strength recognition.



Space

Includes statements about how the Clubhouse fosters a welcoming community built on mutual respect, strong social connections, and collaborative decision-making.



Membership

Includes statements about how the Clubhouse provides a supportive place for members to have meaningful opportunities.

Clubhouse members are saying...

FSC is a welcoming organization... They reach out when people are in crisis or to celebrate each other [and] they celebrate and validate everything.

I like that [FSC is] reaching out to non-CMH members. The Clubhouse can reach isolated people to make them feel like they're a part of something, It helps get me out of the house, and destigmatize mental illness. I really came out of my shell by coming to the clubhouse.

My recovery began through Community Mental Health, and that support mattered. But my life truly started to change when I found Fresh Start Clubhouse. I found safety. And I found something I didn't expect—I found a family. A community of people who accepted me, supported me, and saw me for who I am—not for my diagnoses, not for my past, but as a person with value. Fresh Start gave me something I had never really had before: empowerment.

The Clubhouse is the best mental health tool and advocacy I can think of. It is a non-judgmental place. It makes you feel comfortable, and helps you. They're awesome!

Talking more with people in the Clubhouse, and socializing as a whole, has helped me a lot more and been very beneficial for me. It helps give me motivation for goals that I'd like to accomplish. It gets me ready for possible job opportunities that may come my way and helps me with socializing with friends and family outside of Clubhouse.

2026 Goals

Members, staff, and evaluators have BIG goals and aspirations for the Clubhouse.



Secure sustainable funding for non-Medicaid member programming beyond the MM Grant period

Expand and fund transportation supports for all members

Support members in obtaining and retaining employment

Coordinate new non-CMH referral pathways with existing, local partners

Host Schizophrenia Alliance meetings at FSC

Continue to re-engage members with lower levels of participation

Call to Action

Scan the QR code to get involved with FSC and be a part of this life-changing work!